



## Europass Curriculum Vitae

### Personal information

First name(s) / Surname(s) **Sonja Prišćan**  
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Date of birth 15<sup>th</sup> September 1969  
Gender Female



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### Desired employment / Occupational field

### Project management/Training/Education

#### Work experience

Dates	07/2019 → present
Occupation or position held	<b>Head of Project Management Office – Education Consulting</b>
Main activities and responsibilities	<p>Responsible for <b>strategic business development, tender applications and projects implementation</b> for clients in the field of <b>education consulting</b>. The services provided for clients are: <i>strategic documents development for education institutions, management training, education programs development based on European/Croatian Qualification Framework, teacher training, textbooks development, digital content development, quality system introduction into education institutions etc.</i></p> <p><b>Management of the program of multiple projects</b> for VET schools, government agencies and other clients (more than 25 parallel projects), providing services in the field of education consulting. Management of project leaders and consultants, vendor management, reporting to the Management Board, quality control and process improvement.</p> <p><b>Business documents writing</b> like annual plans, business development plan, organizational project management methodology based on the PMI standard</p> <p>The annual turnover of the Project Office is more than 4 million EUR.</p>
Name and address of employer	<b>Algebra d.o.o.</b>
Type of business or sector	Education, education consulting, digital education
Dates	04/2017 – 06/2019
Occupation or position held	<b>Project manager</b>
Main activities and responsibilities	Managing significant educational projects, mostly projects which as part of the Government Agency CARNET's programme eSchools, managing experts' base for educational projects and preparation of bids for tenders. Projects are explained in details in appendix of this document.
Name and address of employer	<b>Algebra d.o.o.</b>
Type of business or sector	Education, education consulting, eLearning
Dates	01/02/2010 → present

Occupation or position held	<b>Independent Consultant</b>
Main activities and responsibilities	As an Independent Consultant is responsible for; (i) design, development and delivery of ICT solutions for education systems through preparation and implementation of e-Learning methods, courses and learning platforms in different fields (education systems, government and private sector) within EU funded projects and for private clients, SMEs; (ii) designing and delivering trainings mostly covering management topics: project management, time management, negotiation skills and drafting project proposals for EU funding and managing projects; (iii) <b>writing project proposals and business plans</b> for funding by national and EU funds in the area of entrepreneurship, education and ICT for SMEs; (iv) assessment of the EU projects' proposals; (v) developing Concept for Online MBA Study Program based on video lectures. (vii) <b>writing project and organizational methodologies which are part of bids documentation</b> – significant technical assistance projects for EU pre-accession countries government institutions (viii) <b>managing project for remote clients and managing virtual/remote teams</b> Projects are explained in detail in appendix of this document.
Name and address of employer	<b>Self-employed</b>
Type of business or sector	Consultancy, Project Management, Digital Education, Education, Adult Education
Dates	01/04/2014 → 30/09/2014
Occupation or position held	<b>Project Manager</b>
Main activities and responsibilities	Designing and organizing training programs for entrepreneurs – mostly management and leadership trainings, Managing projects in the field of training and mentoring of SMEs or young entrepreneurs, Preparing and managing projects co-financed by EU funds
Name and address of employer	<b>Razvojna agencija Zagreb – TPZ d.o.o.</b>
Type of business or sector	Support for entrepreneurship
Dates	01/01/2007 - 31/05/2010
Occupation or position held	<b>CEO and owner</b>
Main activities and responsibilities	Responsible for business development, new products and consulting services provided by the company Responsible for all business aspects of running and developing the company, team development, finance, business development, sales, ICT etc. Team management Managing projects for clients in the field of digital education and training Consulting companies, education and public administration organizations in the field of eLearning. Projects are explained in detail in appendix of this document.
Name and address of employer	<b>Incremedia</b> Račićeve 11, 10000 Zagreb (Croatia)
Type of business or sector	Digital education, Education and adult learning
Dates	01/07/2005 - 31/12/2006
Occupation or position held	<b>Training program manager</b>
Main activities and responsibilities	Planning and managing projects in the area of development of face to face training programs and materials; development of e-Learning training modules and systems for the public sector (the government, line ministries, teachers, local government authorities, other public institutions),. Managing the development of Learning Management System Mentor which supports online trainings and education. Leading the Training Department team. Pre-sales activities. Projects are explained in detail in appendix of this document.
Name and address of employer	<b>KING ICT</b> Buzinski prilaz 10, 10010 Zagreb (Croatia)
Type of business or sector	ICT, training, eLearning, adult learning
Dates	01/09/2000 - 30/06/2005

Occupation or position held **Head of Special Projects Department**  
 Main activities and responsibilities Responsible for the area of e-learning and customer support  
 Managing several projects in the area of ICT and eLearning  
 Name and address of employer **Croatian Academic and Research Network CARNet**  
 Josipa Marohnića bb, 10000 Zagreb (Croatia)  
 Type of business or sector Public administration

Dates 01/07/1999 - 31/08/2000  
 Occupation or position held Advisor  
 Main activities and responsibilities Leading projects in introducing of ICT in public administration and in science and academic institutions  
 and design of the National information infrastructure.  
 Managing the team who developed the Strategy and Framework Program for the ICT Department of  
 the Ministry, responsible for Higher Education ICT infrastructure implementation and application, as  
 well as for the overall national ICT infrastructure.  
 Name and address of employer Ministry of Science and Technology  
 Strossmayerov trg 4, 10000 Zagreb (Hrvatska)  
 Type of business or sector Public administration

Dates 01/07/1996 - 30/06/1999  
 Occupation or position held Advisor  
 Main activities and responsibilities Leading pilot projects for implementation of ICT in education, including development of eContent or  
 other online services. Administration of network infrastructure.  
 Designed ICT Training Courses for university professors and students. Promotion of ICT and Internet  
 in academic community and wider.  
 Name and address of employer Croatian Academic and Research Network CARNet  
 Josipa Marohnića bb, 10000 Zagreb (Croatia)  
 Type of business or sector Public administration

Dates 01/05/1994 - 30/06/1996  
 Occupation or position held IT Staff  
 Main activities and responsibilities Building university information infrastructure. Development and implementation ICT trainings for  
 university professors and students.  
 Name and address of employer University Computing Centre  
 Josipa Marohnića bb, 10000 Zagreb (Hrvatska)  
 Type of business or sector Education

Dates 01/10/1993 - 30/04/1994  
 Occupation or position held System Engineer  
 Main activities and responsibilities Maintaining and development of the computer infrastructure.  
 Name and address of employer University of Zagreb, Rector office  
 Trg maršala Tita, 10000 Zagreb (Croatia)  
 Type of business or sector Education

## Education and training

Dates 10/2010  
 Title of qualification awarded **PRINCE2 Foundation Certificate**  
 Principal subjects/occupational skills covered Project Management certificate

Name and type of organisation providing education and training      APM Group, UK

Dates      01/02/2007 - 31/12/2008

Title of qualification awarded      **EMBA**

Principal subjects/occupational skills covered      Business Administration

Name and type of organisation providing education and training      Cotrugli Business School  
Buzinski prilaz bb, 10000 Zagreb (Croatia)

Dates      01/10/2004 - 30/06/2005

Title of qualification awarded      **eLearning Manager**

Principal subjects/occupational skills covered      eLearning management

Name and type of organisation providing education and training      CARNet eLearning Academy  
Josipa Marohnića bb, 10000 Zagreb (Croatia)

Dates      01/02/1994 - 02/12/2002

Title of qualification awarded      **Master of Science**

Principal subjects/occupational skills covered      Computer Science Application

Name and type of organisation providing education and training      University of Zagreb - Faculty of Electrical Engineering and Computer Science  
Unska 3, 10000 Zagreb (Croatia)

Dates      01/10/1988 - 30/06/1993

Title of qualification awarded      **Master of Computer Science**

Principal subjects/occupational skills covered      Computer Science

Name and type of organisation providing education and training      University of Zagreb - Faculty of Electrical Engineering and Computer Science  
Unska 3, 10000 Zagreb (Croatia)

## Personal skills and competences

Mother tongue(s)      **Croatian**

Other language(s)

Self-assessment

*European level (\*)*

### Understanding

Listening

Reading

### Speaking

Spoken interaction

Spoken production

### Writing

**English**

C2      advanced

C2      advanced

C1      advanced

C1      advanced

C1      advanced

**German**

A2      basic

A2      basic

A1      basic

A1      basic

A1      basic

(\*) [Common European Framework of Reference for Languages](http://europa.europa.eu/education/languages/framework/index_en.htm)

## Appendix

Social skills and competences	Leadership, management, team management, communication skills on a high level, conflict resolution, presentation skills, initiator, proactive, remote working
Organisational skills and competences	Managing project portfolios, projects and teams of different sizes, managing organizational units and private company, business development and strategy, bossiness writing Highly developed organizational skills: strategic thinking, goal setting and achieving; leading complex multidisciplinary projects; preparing project documentation and reports; high level of work standards and responsibility; maintaining team member motivation continuity, multi-tasking, advanced presentation skills, detailed reports writing on advanced level, leadership and coaching skills, problem solving and analytical skills
Computer skills and competences	Advanced Computer Literacy: MS Office, Microsoft Project, Visio, Moodle, Online communication and collaboration platforms, EasyProject
Driving licence	B
Memberships	<b>Project Management Institute Croatia</b> , Executive Committee, Treasurer during 2004-2016 and co-organizer of annual project management conferences PMI Forum 2008

## Relevant projects and roles

Independent consultant

- **Education Consulting setting-up in Algebra d.o.o.**
  - Role: Head of Project Management Office, Head of Business Development
  - Dates: 08/2019 – Present
  - In her capacity as Head of Business development, she is responsible for strategic business development, tender applications and projects implementation for clients in education sector. Services offered are: teachers' digital skills development as per EU core competencies, teachers' methodical didactic skills development, teachers' and principals' communication, management, entrepreneurship and leadership skills development, strategic documents development for education institutions, education programs development based on European/Croatian Qualification Framework, textbooks development, quality system introduction into education institutions etc. She manages the program of multiple projects for VET schools (25 of them, financed by European Social Fund) which are involved in the program of Regional centres of competence. Regional centers of competence are places of excellence in vocational education and training where programs of regular vocational education, vocational training and lifelong learning as well as other forms of formal and non-formal education (work-based learning, competitions and presentations of knowledge and skills, etc.) are being implemented. A total of 25 regional competence centers in (sub) sectors: mechanical engineering, electrical engineering and computing, agriculture, tourism and health have been appointed and the use of EU structural funds was provided for targeted financial support for the reconstruction, renovation, upgrade and adaptation of designated regional competence centers, procurement of specialized equipment, development of human and professional capacities, development and modernization of various types of programs. Algebra provides above mentioned services to 20 VET schools out of 25.
  - **Result:** More than 20 project implemented simultaneously, more 4 million EUR annual turnover
  - **Employer:** Algebra d.o.o.
- **Project Integration of key competences into the education system of Montenegro** financed by EU, implemented by EPRD Poland
  - Role: Non-key senior expert, **remote work**
  - Dates: 09/2020 – 04/2021
  - The main task of NKE is to **develop, write and elaborate the model** of digitalisation of trainings to enable online delivery of some parts or the whole teacher-trainings. It included analyses of existing practice regarding online teacher-trainings in Montenegro, assessment of capacities of teachers, available equipment and learning platforms usually used in Montenegro as well as analyses of training materials and entire training approach. Analysis should be conducted through desk research (review of documentation) and interviews with BES representatives and members of Project team. Based on analyses, the concept of online trainings should be proposed with recommendations to Project team, trainers and trainees. Scenarios are possible (partly online delivery or full online delivery). The concept will include clear recommendations regarding creating digital training contents, channels for communication with trainees, interactive tools and methods of evaluation of trainings and collection feedbacks from participants. The concept should take into consideration one-day training seminars for school teams (directors) and two-day seminars for classroom and teachers of STEM subjects.
  - **Result:** The model for online teacher-trainings
  - Employer: EPRD
- **Project Long Term Technical Assistance to Support the Economic Partnership Agreement (EPA) Implementation in Seychelles.** financed by EU, implemented by GOPA Germany

- Role: Non-key senior expert, Training of Trainers – Distance Learning Expert, **remote work**
- Dates: 05/2020 – 06/2021
- The overall objective of this proposed action is to assist the Government of Seychelles with Technical Assistance and Capacity Building, through several international experts, with the aim of implementing a lifelong learning concept within the Seychellois beneficiary institutions (government institutions and SMEs). The capacity building will provide project beneficiaries with capacity building in EPA related topics and create a library of training material to be made available online.
- **Results:** Capacity Building Development Plan, Training materials templates, Training of trainers program, materials and delivery at the project location (Seychelles)
- Employer: GOPA
- **Development of digital educational content in mathematics, informatics, technics, Croatian language and French language within the CARNET's program eSchools**, co-financed by EU Regional development fund (1,5 mil EUR)
  - Role: Project manager
  - Dates: 08/2019 – 09/2020
  - Main activities and responsibilities: Digital educational content is multimedia material that accompanies the curriculum and aims to stimulate the use of ICT in learning and teaching. Developed content can be viewed at <https://edutorij.e-skole.hr>. The content is designed to meet the needs of today's students, it is responsive, inclusive and visible on all browsers and operating systems. Ms. Prišćan managed all the aspects of the project: technical and methodological approaches, managed experts and co-workers – team of 100 people, plan, schedule, resources, documentation, reports, quality, stakeholders, change, risk and cost management.
  - The work was organized in virtual environment with authors, editors, multimedia and technical experts using MS Teams platform
  - **Results:** Multimedia high quality digital content for schools
  - Employer: Algebra d.o.o.
- **Development of Specialised eLearning & face-to face Courses for the NSG (National School of Government, South Africa)**
  - Role: Team leader, remote work
  - Dates: 05/2018 – 02/2019
  - Main activities and responsibilities: The objective of this assignment was to widen access to learning programmes (both e-learning and face-to-face modality) offered by the NSG, especially in the area of organizational ethics and performance management. The self-paced eLearning course "Ethics for internal auditors" was developed and implemented on the NSG's platform. The face to face Performance management program for the civil servants on the salary levels 1 to 5 was developed and piloted, as well as train the trainers program was conducted. Prior to both face to face and eLearning programs development, training needs assessment was carried out in the form of interviews and focus groups.
  - Employer: HCM DevPeople
- **Development of digital educational content in mathematics and physics within the CARNET's program eSchools**, co-financed by EU Regional development fund (1 mil EUR)
  - Role: Project manager
  - Dates: 04/2017 – 08/2018
  - Main activities and responsibilities: Digital educational content is multimedia material that accompanies the curriculum and aims to stimulate the use of ICT in learning and teaching. Developed content can be viewed at <https://dos.e-skole.hr>. <https://edutorij.e-skole.hr>. Ms. Prišćan managed all the aspects of the project: technical and methodological approaches, managed experts and co-workers – team of 100 people, plan, schedule, resources, documentation, reports, quality, stakeholders, change, risk and cost management.
  - The work was organized in virtual environment with authors, editors, multimedia and technical experts using MS Teams platform
  - Awarded by PMI Croatia: Project of the year award for 2018 - <https://www.pmi-croatia.hr/hr/projekt-godine/>
  - **Results:** Multimedia high quality digital content for schools
  - Employer: Algebra d.o.o.
- **Capacity Development of Employees and Employers via Information and Communication Technologies (ICT)**, technical assistance project co-financed by EU (2,6 million EUR) , Turkey – implemented by Consortium led by ProjectGroup (now WeGlobal)
  - Role: Training expert / Team Leader
  - Dates: 12/2015 – 7/2016
  - Main activities and responsibilities: The overall objective of the project is to increase adaptability of employees and employers by investing more in human capital via ICT services and tools. The training is done through learning portal (MOOC portal) which will offer 100 courses for SMEs in the area of ICT, management and personal development. Mr. Prišćan worked as Training expert/Team Leader coordinating all the Project's development and promotional activities: design and development of the learning portal, **training needs assessment research** - focus groups SWOT analysis and surveying, **establishing the method for and conducting best practices analysis/research of MOOC portals and career development centers**, standardization, design and development of the learning modules, planning the training delivery, train the trainers program, awareness raising events, stakeholders coordination, study visits etc. Ms. Prišćan also managed project planning, project documentation and reporting, team development and management, stakeholders' management, risk and change managements, task tracking and quality monitoring. The Beneficiary of the project is Middle East Technical University.
  - **Results:** **Best practices analysis document**, Learning portal, 100 online courses
  - Employer: WeGlobal, Turkey
- **GE Trainings development**
  - Role: Lead Instructional Designer, partially remote work
  - Dates: 27/05/2013 – 31/12/2013

- Main activities and responsibilities: Playing an important role in the project of creation, redesign and update of technical training materials. **Coordination between subject matter experts and offshore development team based in India**
- Employer: General Electric Power Conversion, Culemeyerstrasse, Berlin, (Germany), Genpact, Learning and Marcomm services, (India)
- **EU IT Pilot Project in the Field of Education**, technical assistance project co-financed by EU (2 million EUR), Kosovo – implemented by KING ICT
  - Role: Key expert
  - Dates: 01/02/2010 → 31/01/2012
  - Main activities and responsibilities: Project Management; Planning and reporting, managing of the project budget; Experts' engagement planning and organization, implementation monitoring (cca 50 experts participated in the project) Consultancy to Kosovo Ministry of Science, Education and Technology in the area of introduction of ICT and eLearning into Kosovo education system based on the Croatian experience. Involved in institutional activities related with drafting **e-Readiness report based on research conducted on the ground, e-Education policy, e-Learning Strategy and Action Plan, as well as Legal Framework for e-Learning (all the documents were drafted based on the research conducted)** Strategy implementation. Responsible for eLearning and training deliverables – **assessing the needs of teachers and administrative staff and conducting the research on usage of eLearning materials developed by the project**, creating the training programs, creating and managing train the trainers programs, organization of the training delivery (for more than 2000 participants) Managing the communication with all project stakeholders: the project beneficiaries, European Commission Liaison Office to Kosovo and other stakeholders. Project results promotion, promotion materials creation and project events organization.
  - Employer KING ICT

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#### Incremedia, CEO and owner

- Development of different ICT and managerial educational Internet based software like Introduction to Project Management, Stress Management, and Introduction to MS Project.
- "Project Management" e-course was the best e-learning content in Croatia according World Summit Award contest 2008
- Implementation of the project for Croatian Ministry of Education, Science and Technology, "e-Learning Science Modules for Secondary Schools in Croatia". The objective of the project was to develop e-learning modules to be used by students and teachers in all Croatian secondary schools and to be aligned with 4 actual curricula. Mrs. Priscan worked as a Team Leader was responsible for; (i) leading the team who worked on design and development of the eLearning methods (e.g. concept for eContent application in schools, concept for creating and lessons' translation, training and instructions for teachers) e-learning tools and e-learning modules for secondary level schools through four phases/projects (in each phase certain number of lessons for each subject); (ii) eContent was developed in four main thematic subjects and is now available to all secondary level schools in Croatia. 140 multimedia trainings have been developed for each subject.

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#### KING ICT, Program manager

- **Capacity building in using technology in education with ECDL Training and Certification for Teachers** (4250 teachers)
  - Role: Project manager
  - Dates: 1/2006 – 12/2006
  - Main activities and responsibilities:: Set-up the methodology and infrastructure for ECDL training (European Computer Driving License), development and implementation of a training plan for large number of teachers per year, in order to develop their ICT skills. After this first year, the Ministry of Science, Education and Sports invested in the training of teachers according to the same design for the next four years thus the project was repeated during several years according to the design developed for this first project. Certification success was greater than 90 %.
  - Employer: KING ICT

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#### CARNET, Project manager

- **"Educational Projects" financed by Croatian Government; The project's aim was to research the impact, learning outcomes and teachers/student satisfaction of e-learning modules implemented in university education.**
  - Role: Project manager
  - Dates: 1/2006 – 12/2006
  - 10/2000 – 10/2002
  - Mrs. Priscan worked as Project Manager was responsible for;
    - leading the team of experts from CARNet and Croatian universities;
    - conducting the competition of the best e-learning modules proposals from Croatian universities;
    - monitoring the development and delivery of the selected e-Learning modules;
    - **research, measuring and an analysing the impact, learning outcomes and teachers/student satisfaction;**
    - **according to the research and analysis results, preparing the recommendations for the Ministry of Education, Science and Support and for Croatian universities;**
    - based to recommendations launching the Referral centers for e-Education.